

Electronic Exchange Admission Service (eXAS)

Application for Personal Admissions/Registrations User Manual

Version 2.0

Table of Contents

1	Introduction	1
2	Preconditions	1
3	Electronical Application Process: Admission of Exchange Traders	2
3.1	Selection of Markets	2
3.2	Confirmation of Legal Requirements	3
3.3	Personal Data	3
3.4	Curriculum Vitae / Resume	6
3.5	Professional Qualification	7
3.6	Submission of the Application	10
4	Electronical Application Process: Registration of Qualified Back Office Staff	11
4.1	Confirmation of Legal Requirements	11
4.2	Personal Data	12
4.3	Professional Qualification	13
4.4	Submission of the Application	14
5	Hotlines and Support	16

1 Introduction

The Electronic Exchange Admission Service (eXAS) is a service for online application, modification and termination of personal admissions and registrations. It is accessible via the Eurex Member Section or the Xetra/Floor Members Only area.

This document describes the application process for Exchange Traders at the Frankfurt Stock Exchange (Floor, XONTRO and Xetra) and at the Eurex Exchanges, the registration process for Qualified Back Office Staff at the Eurex Exchanges and all termination processes.

2 Preconditions

To be able to use eXAS, access to the Eurex Member Section or Xetra/Floor Members Only area is required. General explanations of the use of the Eurex Member Section or Xetra/Floor Members Only area can be found under "Service Point", "Web User Administration".

Users, who do not yet have a login for the Eurex Member Section or Xetra/Floor Members Only area, should contact their company's Central Coordinator. The Central Coordinator (or a deputy) will be able to provide the Company Login data with which a new user can begin the personal registration for a Member Section user name and password and request rights for the services that the new user desires. The personal admission service, part of eXAS, does not require specific rights (i.e. all users can access the personal admission menu).

Exchange Trader applicants must apply for their own admission.

3 Electronical Application Process: Admission of Exchange Traders

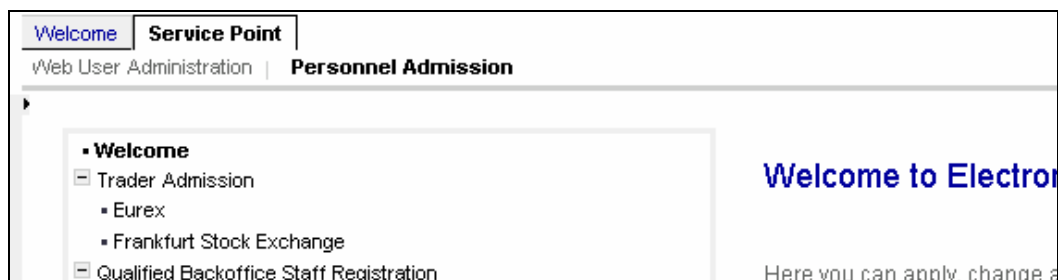
3.1 Selection of Markets

The user name for the Eurex Member Section or Xetra/Floor Members Only area is already linked with the associated company of the applicant and the menu is customized to the user's available options.

Due to the customization of the menu structure/navigation, the menu points are pre-selected based upon the admission status of the company and the applicant (see Pic. 1: Menu Structure/Navigation eXAS).

Example 1: If the company is only a member of Eurex, the applicant will not see the menu point "Frankfurt Stock Exchange".

Example 2: If the current user is already admitted as an Exchange Trader for Eurex, he/she will find Eurex only under the menu point "Exchange Trader Termination".



Pic. 1: Menu Structure/Navigation eXAS

At any page of the electronic application it is possible to go back, save all data or print the application. Saved applications will be available for six months after the date of creation under the menu point „Application Overview“ (see Pic. 2: Application Overview).

Application History							
Application History							
<input checked="" type="radio"/> All <input type="radio"/> Draft only <input type="radio"/> Resend Only							
	Reference ID	Name	Description	Status	Created on		OK
	20090508-000002	Chi_2 Trader	QBO Admission/Registration process Eurex: QBO	Draft	08/05/2009	Select action... ▼	OK
	20090508-000001	Chi_2 Trader	Trader Admission/Registration process Eurex	Draft	08/05/2009	Select action... ▼	OK

Pic. 2: Application Overview

3.2 Confirmation of Legal Requirements

After selection of the desired application the confirmation page will open.

All three check boxes are mandatory and must be ticked (see Pic. 3: Confirmation of Legal Requirements).

Confirmation Application CV Professional Qualification Admission Administrator End

Currently Logged In User

Zuri20 Trader
zuri20.trader@exasbank.de

Confirmation

☒ I hereby confirm that I am the owner of this user account.

☒ I hereby declare that I have read and acknowledged the [Information Memorandum](#) and the [Terms of Use](#) .
Any information provided in your application will be used for user requested services only.

☒ I confirm my personal reliability.

a) I hereby assure that no legal proceedings or monetary fine proceedings on charges of crime or offence against sections 261, 263a, 264a, 265b - 271, 274, 283 - 283d, 299 or 300 of the German Penal Code ("Strafgesetzbuch") or violation of the German Banking Act ("Kreditwesengesetz"), the German Securities Trading Act ("Wertpapierhandelsgesetz"), the German Stock Exchange Act ("Börsengesetz"), the German Safe Custody Act ("Depotgesetz"), the German Money Laundering Act ("Geldwäschegesetz") or the German Investment Act ("Investmentgesetz") in their respectively valid versions are underway against me.

b) I hereby assure that I have not been finally convicted of such actions nor has a final administrative order imposing a fine been issued against me.

c) I hereby assure that I (or a company managed by me) am not and have not been involved as debtor in insolvency proceedings or in proceedings to obtain the filing of an affidavit or comparable proceedings.

Cancel Save **Continue** Print as PDF

Pic. 3: Confirmation of Legal Requirements

3.3 Personal Data

The applicant's personal contact information is available in the system from the registration process for the Eurex Member Section or Xetra/Floor Members Only area. In case the data are not current anymore, the correct information needs to be forwarded to one of the Member Services & Admission teams (see page 16). You can change the Applicant Data details (not the private address data) yourself in "My Profile" on the welcome page of the Member Section. Nevertheless you can continue with your application and change the data afterwards.

Due to regulatory requirements, applicants must provide their private contact information in case their Exchange Trader admission will be cancelled by the company. Because of that Deutsche Börse is obliged to send a revocation e-mail to the private contact data (see Pic. 4: Private Contact Information (Mail Authority)).

☒ Confirmation → Application → CV → Professional Qualification → Admission Administrator

Applicant Data

First Name	<input type="text" value="Chic10"/>	Last Name	<input type="text" value="Trader"/>
Phone	<input type="text"/>	<input type="text"/>	<input type="text" value="Ext."/> <input type="text"/>
Fax	<input type="text"/>	<input type="text"/>	<input type="text" value="Ext."/> <input type="text"/>
Email	<input type="text" value="chic10.trader@exasbank.com"/>		

If any of the information included on this page is incorrect, please contact a Deutsche Börse Group Representative Office.

Private Address Data:

Street *	<input type="text" value="Mustermann Str."/>	House Number *	<input type="text" value="12"/>
Street Supl.	<input type="text"/>	Country *	<input type="text" value="United Kingdom"/>
Post Code	<input type="text" value="58478"/>	City *	<input type="text" value="London"/>
Phone *	<input type="text" value="United Kingdom"/>	<input type="text" value="44"/>	<input type="text" value="1235874"/> <input type="text" value="Ext. 45"/>
Fax	<input type="text" value="United Kingdom"/>	<input type="text" value="44"/>	<input type="text" value="1235874"/> <input type="text" value="Ext. 98"/>

Please fill in your private email address to ensure you can be informed in the event of a termination of your admission.

Email *

Admission Data

I hereby apply for admission as an Exchange Trader with the authorization to conclude options and futures transactions at Eurex Deutschland on behalf of the following company:

◀ Back Cancel Continue ▶

Print as PDF

Pic. 4: Private Contact Information (Mail Authority)

If an applicant applies for admission as an Exchange Trader at the Frankfurt Stock Exchange and the applicant's habitual residence is outside of Germany, a Mail Agent is required. In case the applicant does not have a Mail Agent he/she needs to tick the checkbox (see Pic. 5: Mail Authority Data). This requirement does not apply to Eurex applicants.

Mail Authority Data

Please choose between the Mail Authority Data of your Company or fill in your own data! If you choose the data of your company please insert a name and surname of a natural person.

eXAS Bank Inc / 1 Metrotech Ctr N / US- 11201-3870 Brooklyn ▼

First Name *	John	Last Name *	Smith
Street *	Metrotech Ctr N	Number *	
Street Supl.		Country *	USA ▼
Post Code	11201-3870	City *	Brooklyn
Email			

☒ I accept that the admission notification will be assumed as received 3 days after being sent via email or 7 days after being sent via post, in case I haven't notify a mail agent above.

Pic. 5: Mail Authority Data

When applying for admission as an Exchange Trader at the Frankfurt Stock Exchange, traders can select the trading platform they wish to use for trading (see Pic. 6: Selection of Trading Platforms at the Frankfurt Stock Exchange). Here Exchange Traders can only see the trading platforms their associated company has an admission for and for which the Exchange Traders is not admitted, yet.

Admission Data

I intend to trade through:

☐ Floor ☐ Xontro ☐ Xetra

I hereby apply for admission as an Exchange Trader with the authorization to conclude trades at FVB Frankfurter Wertpapierbörse on behalf of the following company:

eXAS Bank AG

◀ Back Cancel Save Continue ▶

Pic. 6: Selection of Trading Platforms at the Frankfurt Stock Exchange

3.4 Curriculum Vitae / Resume

A feature of the Curriculum Vitae (CV) page is that all information entered by the applicant is saved and stored for future use, so that an applicant will only have to complete the CV page once. Additionally, Exchange Traders may add, change and delete data in their CV (see Pic. 7: Curriculum Vitae; Personal Data).



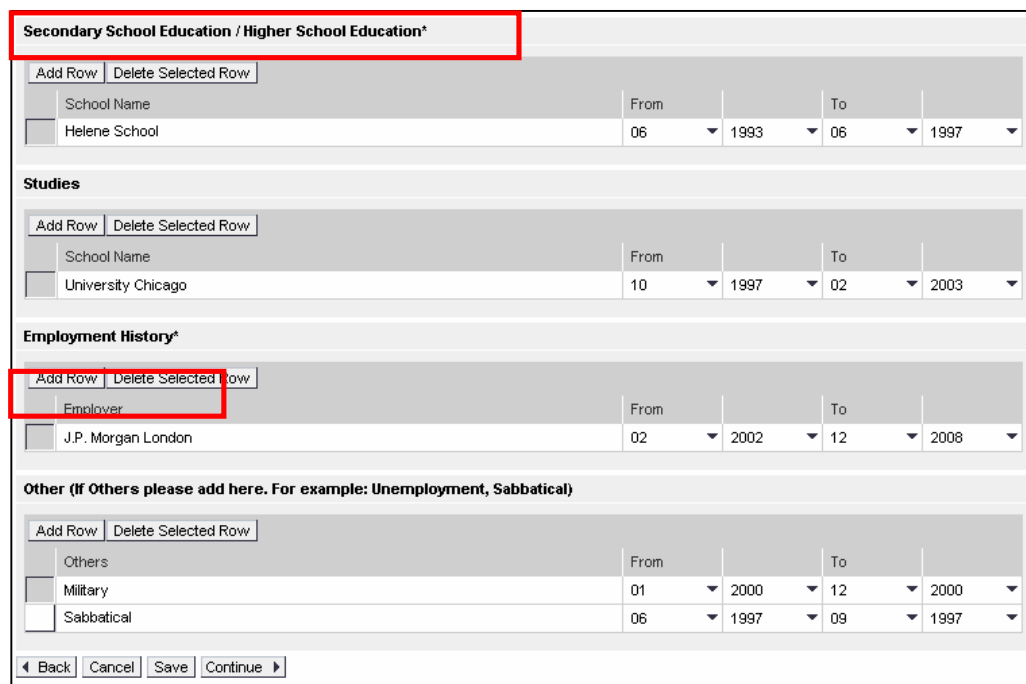
Note: According to the admission regulations for Exchange Traders at the Frankfurter Wertpapierbörse and at the Eures Deutschland paragraph 2a states that applicants must fill in their Curriculum Vitae / Personal Resume information **without any gaps** on a monthly basis (e.g. Secondary School from August 2006 to August 2007, Higher School Education from September 2007 to ...). Your Curriculum Vitae / Personal Resume data will be permanently stored for future use and further applications.

Applicant Data

First Name	Chic10	Last Name	Trader
City of Birth: *	Chicago	Nationality: *	USA
Date of Birth (Day/Month/Year): *	2 January 1987		

Pic. 7: Curriculum Vitae; Personal Data

The system checks automatically if the CV has been completed without any gaps. When errors exist within the CV information, the system will identify the specific missing information and prompt which fields must be adjusted before moving to the following page/screen (see Pic. 8: Curriculum Vitae; Details). The minimum required information is "Secondary School Education/Higher School Education" and "Employment History". Each area requires at least one data record. Data crossovers are allowed.



Secondary School Education / Higher School Education*

School Name	From	To
Helene School	06 1993	06 1997

Studies

School Name	From	To
University Chicago	10 1997	02 2003

Employment History*

Employer	From	To
J.P. Morgan London	02 2002	12 2008

Other (If Others please add here. For example: Unemployment, Sabbatical)

Others	From	To
Military	01 2000	12 2000
Sabbatical	06 1997	09 1997

Back Cancel Save Continue

Pic. 8: Curriculum Vitae; Details

3.5 Professional Qualification

In line with the applicant's admission history of previously completed examinations and system training (if applicable), eXAS will automatically fill in some of the following data (see Pic. 9: Available Qualification):

- n Admission within the last 2 years for at least 12 months
- n Exchange Trader Examination with status:
 - Registered
 - Passed
 - Failed
- n System Training with status:
 - Registered
 - Participated
 - Not Participated

Note: The following information are required for the admission of Exchange Traders, according to paragraph 3 of the Admission Regulations for Exchange Traders at the Frankfurter Wertpapierbörse and at the Eurex Deutschland.

Expertise

Refresh Data

☒ You were admitted for at least 12 month within the last 2 years.

☒ You have passed the Examination within the last 2 years.

Please click [here](#) to register for an examination.

System Data

Market	From	To
Trader	5/4/2005	3/23/2009

Name of Qualification	Status	Date
Eurex-Börsenhändlerprüfung	Passed	3/9/2009

Practical Experiences

Refresh Data

☐ I confirm that I have been actively trading for 6 month within the last 2 years.

☒ You have participated in system training.

If selected, please specify below.

System Data

Name of Qualification	Status	Date
Eurex-Systemschulung Handel	Passed	5/11/2009

If you do not have trading experience like those mentioned above, please click [here](#) to register for system training.

Back Cancel Continue

Print as PDF

Pic. 9: Available Qualifications

Once data about professional qualifications are available they will be displayed. Grayed-out checkboxes with a check mark indicate that the requirements are fulfilled.

According to the status of the Exchange Trader examination or the system training an instruction will be shown at the left side of the table (see Pic. 10: Eurex Exchange Trader Examination; Failed).

Expertise		
<input type="button" value="Refresh Data"/>		
<p>Regarding the Admission Regulations for Exchange Trader we can not accept your examination because the date is longer ago than 2 years or you do not have passed it. Please register for a new examination. Thank you very much!</p> <p>Please click here to register for an examination.</p>		
System Data		
Name of Qualification	Status	Date
Eurex-Börsenhändlerprüfung	Failed	3/9/2009

Pic. 10: Eurex Exchange Trader Examination; Failed

In case no data is shown regarding Exchange Trader examinations and/or system training of the applicant despite the applicant's participation, there are two possibilities to retrieve this data:

1. If the Exchange Trader examination and/or system training was booked through the Training Portal of Deutsche Börse AG (https://deutsche-boerse.com/dbag/dispatch/en/kir/gdb_navigation/trainingscenter/10_Trainingscenter_Portal_Home) the applicant must enter his/her Training Portal login and password to log into the Training Portal (see Pic. 11: Training Portal):

Log-In Process for Capital Markets Academy Data
<p>In case there are no examinations and system trainings displayed but you have participated these and you have a username and password for the trainingsportal of the Capital Markets Academy, please log-in to retrieve all your data.</p> <p><input type="button" value="Login with another Username"/></p> <p><u>Login with your training portal username and password to retrieve your expertise and practical experience data.</u></p>

Pic. 11: Training Portal

2. If the Exchange Trader examination and/or system training was not booked through the Training Portal of Deutsche Börse AG, or the applicant does no longer know the user name and password he/she can tick the following checkboxes to retrieve the data at a later point in time (see Pic. 12: Professional Qualification; Belated Data Recall).


Expertise
<input type="button" value="Refresh Data"/>
<p>Please click here to register for an examination.</p> <p><input type="checkbox"/> confirm that I have previously passed the Exchange Trader Examination within the last 2 years.</p>

Practical Experiences	
<input type="button" value="Refresh Data"/>	System Data
<input type="checkbox"/> confirm that I have previously attended the System Training Course. If you do not have trading experience like those mentioned above, please click here to register for system training.	

Pic. 12: Professional Qualification; Belated Data Recall

Please note: While using this option, it is not possible to show the Exchange Trader Exam or System Training course data during the application process. The data will be retrieved and integrated in the electronic application at a later point in time.

Data regarding practical experience can be entered at any time. You may choose from lists of all accepted Exchanges worldwide and all accepted multilateral trading systems and enter the time trading experience was gathered (see Pic. 13: Practical Experience). The system will check automatically whether or not the time period of active trading was at least 6 months within the last 2 years.

Practical Experiences	
<input type="button" value="Refresh Data"/>	System Data
<input checked="" type="checkbox"/> I confirm that I have been actively trading for 6 month within the last 2 years. If selected, please specify below. <input type="checkbox"/> I confirm that I have previously attended the System Training Course. If you do not have trading experience like those mentioned above, please click here to register for system training.	
Exchanges	
<input type="button" value="Add Row"/> <input type="button" value="Delete Selected Row"/>	
Exchange	Other Exchange
Frankfurt Stock Exchange	
From	To
10	04
2007	2009
Multilateral Trading System	
<input type="button" value="Add Row"/> <input type="button" value="Delete Selected Row"/>	
Multilateral Trading System	Other Multilateral Trading System
From	To
MONTH	MONTH
YEAR	YEAR
<input type="button" value="Back"/> <input type="button" value="Cancel"/> <input type="button" value="Continue"/>	
 Print as PDF	

Pic. 13: Practical Experience

Once the checkbox „I confirm that I have been actively trading for 6 months within the last 2 years“ has been ticked, the lists of all Exchanges and multilateral trading system opens automatically.

3.6 Submission of the Application

At the next step the applicant needs to choose one responsible Admission Administrator. For this purpose, all Admission Administrators that are already registered are listed. The applicant may also write a message in the "Comments" field, if required (see Pic. 14: Selection of Admission Administrator).

☒ Confirmation → ☒ Application → ☒ CV → ☒ Professional Qualification → **Admission Administrator** → End

Please choose your responsible Admission Administrator*

	First Name	Last Name	Approve
<input type="checkbox"/>	Martina	Beckmann	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Magda	Admin	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sarah	Trader	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sam	Trader	<input checked="" type="checkbox"/>
<input type="checkbox"/>	PAR_2	Trader	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Entwickler Test 02 F	Entwickler Test 02 L	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ute	Knoops	<input checked="" type="checkbox"/>
<input type="checkbox"/>	exas	Verteiler	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Christina	Trader	<input checked="" type="checkbox"/>

Comment:

Dear Ms Admin,

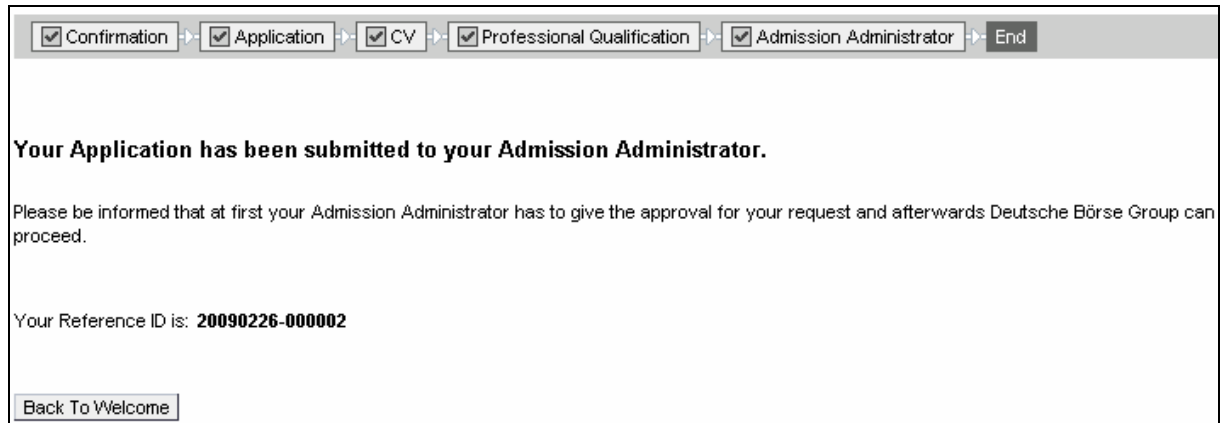
please give the approval for my application as exchange trader at eurex.

Kind regards,
Sarah Trader

◀ Back Cancel Save Submit ▶

Pic. 14: Selection of Admission Administrator

As soon as the applicant clicks "Submit", the application will be forwarded to the selected Admission Administrator for approval (see Pic. 15: Confirmation of Submission).



The screenshot shows a progress bar at the top with steps: Confirmation (checked), Application (checked), CV (checked), Professional Qualification (checked), Admission Administrator (checked), and End. Below the progress bar, the text reads: "Your Application has been submitted to your Admission Administrator." followed by a note: "Please be informed that at first your Admission Administrator has to give the approval for your request and afterwards Deutsche Börse Group can proceed." The reference ID is displayed as "Your Reference ID is: 20090226-000002". At the bottom, there is a "Back To Welcome" button.

Pic. 15: Confirmation of Submission

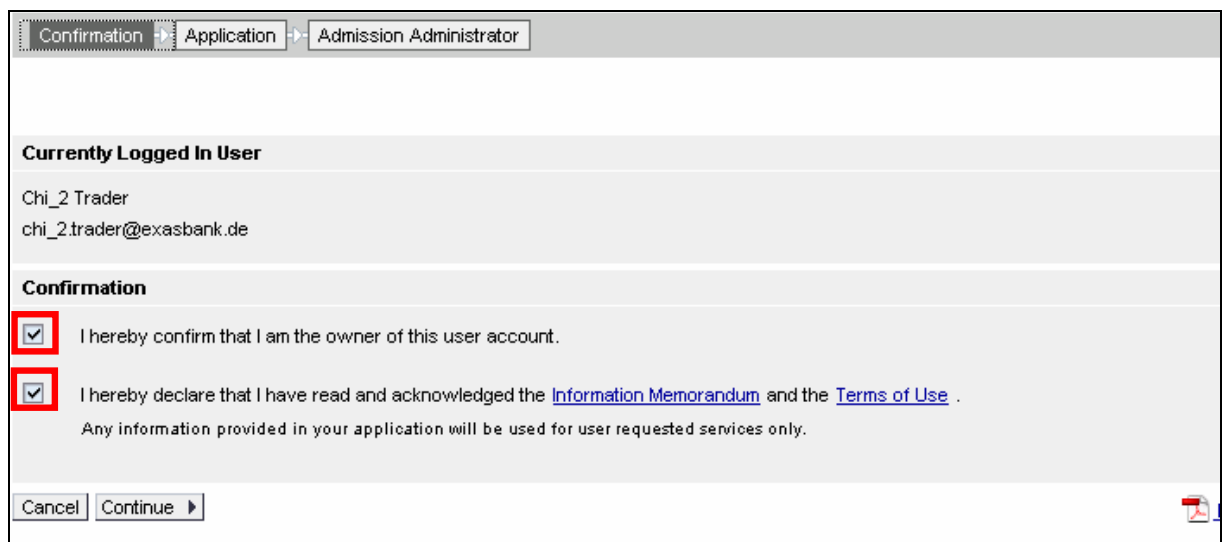
Once the application has been approved/released by the Admission Administrator, it is forwarded to Deutsche Börse AG for further processing.

4 Electronical Application Process: Registration of Qualified Back Office Staff

4.1 Confirmation of Legal Requirements

After selection of the desired application the confirmation page for legal requirements will open.

All checkboxes are mandatory and must be ticked (see Pic. 16: Confirmation of Legal Requirements).



The screenshot shows a progress bar with steps: Confirmation (selected), Application, and Admission Administrator. Below the progress bar, the "Currently Logged In User" section displays "Chi_2 Trader" and "chi_2.trader@exasbank.de". The "Confirmation" section contains two mandatory checkboxes, both of which are checked: "I hereby confirm that I am the owner of this user account." and "I hereby declare that I have read and acknowledged the [Information Memorandum](#) and the [Terms of Use](#) .". A note below states: "Any information provided in your application will be used for user requested services only." At the bottom, there are "Cancel" and "Continue" buttons.

Pic. 16: Confirmation of Legal Requirements

4.2 Personal Data

The applicant's personal contact information is already available in the system from the registration process for the Eurex Member Section. In case the data are not current any longer, contact one of Deutsche Börse AG's representative offices (see page 16). The applicant can change the Applicant Data details (not the private address data) himself in "My Profile" on the welcome page of the Member Section. Nevertheless, you may continue with your application and change the data afterwards.

Due to regulatory requirements, applicants must provide their private contact information (see Pic. 17: Private Contact Information).

☒ Confirmation → Application → Admission Administrator

Applicant Data

First Name: Chi_2 Last Name: Trader

Phone: [] Ext. []

Fax: [] Ext. []

Email: chi_2.trader@exasbank.de

Private address data:

Street *: Street Road House Number *: 12

Street Supl.: [] Country *: USA

Postcode: 12345 City *: Chicago

Phone *: USA 1 123 Ext. 45678

Fax: [] Ext. []

Please fill in your private email address to ensure you can be informed in the event of a termination of your registration.

Email *: chi_2.trader@private.com

Pic. 17: Private Contact Information

4.3 Professional Qualification

Based upon the registration history as a Qualified Back Office Staff and previously completed Eurex Clearer Examinations (if applicable), eXAS will display the following data automatically (see Pic. 18: Available Qualification):

- n The last de-registration as a Qualified Back Office Staff is not longer ago than 3 years
- n Already existing registration as a Qualified Back Office Staff for other companies
- n Eurex Clearer Examination with Status:
 - Registered
 - Passed
 - Failed

Expertise			
<input type="button" value="Refresh Data"/>			
<input checked="" type="checkbox"/> Your last deregistration as Qualified Back-Office staff is not older than 3 years.		System Data	
		Market	From To
		QBO	5/8/2006 4/22/2009
<input checked="" type="checkbox"/> You had passed the Eurex Clearer Test within the last 3 years.		Name of Qualification	Status Date
		Eurex-Clearer Test	Passed 3/17/2009

Pic. 18: Available Qualification

Once data about the professional qualification are available in the system, they will be displayed accordingly. Grayed-out checkboxes with a check mark indicate that the requirements are fulfilled.

According to the status of the Eurex Clearer Examination an instruction will be shown at the left side of the table (see Pic. 19: Eurex Clearer Examination, Registered).

Expertise			
<input type="button" value="Refresh Data"/>			
<input checked="" type="checkbox"/> You are registered for the Eurex Clearer Test.		System Data	
		Name of Qualification	Status Date
		Eurex-Clearer Test	Confirmation 5/19/2009

Pic. 19: Eurex Clearer Examination, Registered

In case no data is shown regarding the Eurex Clearer Examinations of the applicant despite the applicant's participation, there are two possibilities to retrieve this data:

1. In case the Eurex Clearer Examination was booked through the Training Portal of Deutsche Börse AG (https://deutsche-boerse.com/dbag/dispatch/en/kir/gdb_navigation/trainingscenter/10_Trainingscenter_Portal_Home) the applicant must enter the Training Portal login and password (see Pic. 11: Training Portal, page 8).

2. If this is not the case or the applicant does no longer know the user name and password he/she can also tick the following checkbox to retrieve the data at a later point in time (see Pic. 20: Professional Qualification; Data Recall):

Expertise

System Data

Please click [here](#) to make a registration for an Eurex Clearer Test. Persons designated to be registered as qualified back-office staff of an adm company, have to prove appropriate qualification pursuant to subsection 3.3.1. of the Exchange Rules for Eurex Deutschland and Eurex Zürich (Exchange Rules).

☐ assure that I already have passed an Eurex Clearer Test within the last 3 years.

Pic. 20: Professional Qualification; Data Recall at a later point in time

Please note: unfortunately, it is not possible to show the data during the application process. The data will be retrieved later and integrated in the electronic application.

4.4 Submission of the Application

At the next step, the applicant needs to select one responsible Admission Administrator. For this purpose, all Admission Administrators that are already registered are listed. In the "Comments" field, the applicant may also write a message addressed to the Admission Administrator, if required (see Pic. 21: Selection of Admission Administrator).

☒ Confirmation ☒ Application **Admission Administrator**

Please choose your responsible Admission Administrator*

	First Name	Last Name	Approve	Sign Off
<input type="checkbox"/>	CH01	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Elle	Driver	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CH02	Admin	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Zuri1	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Zuri2	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Zuri3	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Udo	Brauner	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Comment:

Dear Ms Admin,
please give the approval for my application for registration as a QBO.
Kind regards,
Zuri20 Trader

Pic. 21: Selection of Admission Administrator

As soon as the applicant clicks "Submit", the application will be forwarded to the selected Admission Administrator for approval (see Pic. 22: Confirmation of Submission).

The screenshot shows a web interface for the eXAS application process. At the top, there is a horizontal navigation bar with several steps, each in a box with a checkmark and a right-pointing arrow: **Confirmation**, **Application**, **CV**, **Professional Qualification**, **Admission Administrator**, and **End**. The **Admission Administrator** step is currently selected. Below this bar, the main content area has a bold heading: **Your Application has been submitted to your Admission Administrator.** Underneath, a paragraph states: "Please be informed that at first your Admission Administrator has to give the approval for your request and afterwards Deutsche Börse Group can proceed." Below this, it says "Your Reference ID is: **20090226-000002**". At the bottom left, there is a button labeled "Back To Welcome".

Pic. 22: Confirmation of Submission

Once the application has been approved/released by the Admission Administrator, it is forwarded to Deutsche Börse AG for further processing.

5 Hotlines and Support

For any questions about the login data to the Eurex Member Section or Xetra/Floor Members Only area, please call the Service Point team at +49-(0) 69-2 11-1 78 88 or e-mail to: servicepoint@deutsche-boerse.com

For further questions regarding the functionality of eXAS, please contact one of the following Member Services & Admission Teams:

Location	Telephone	E-mail
Zurich	+ 41-(0) 58-8 54-29 42	
Paris	+ 33 (0) 155- 27-67 67	paris.admission@deutsche-boerse.com
London	+ 44 (0) 207-8 62-71 65	uktraderadmission@deutsche-boerse.com
Chicago	+ 1-312-5 44-10 00	customer.support.chicago@deutsche-boerse.com
Frankfurt	+ 49 (0) 69-2 11-1 16 40	person.admission@deutsche-boerse.com

For any questions on the eXAS User ID Maintenance, please call Market Supervision Clearing Data Control at +49-(0) 69-2 11-1 24 53 or e-mail to: clearingdata@deutsche-boerse.com.
